



Contact: Elizabeth Burns  
Tel. 412-227-6594  
Cell Phone: 412-302-5613  
Email: eburns@getabby.com

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ABBY KNOWS YOUR CUSTOMERS  
Personalized Customer Care By ABBY

A personalized customer experience is delivered when an automated system uses key elements from a previous transaction to resolve a query more efficiently. Superior care occurs when voice recognition interactivity provides a “heads up” phrase to an agent to avoid repeated questions after a transfer. Engagement is therefore encouraged by what is perceived as “automated intelligence” specific to each caller – that in turn improves satisfaction and contributes to bottom line results. ABBY is this and more!

Voice self-service solutions, like ABBY, are elevating customer care by automating the more complex calls and transactions. ABBY is making contact centers across virtually every industry realize that reduced cost and increased customer satisfaction can come together. ABBY uses multiple audio techniques simultaneously to filter extraneous utterances and improve overall voice recognition accuracy – which trickles over into improved customer satisfaction.

ABBY applies history, memory, and knowledge to help anticipate needs and benefits, including cross-selling and up-selling abilities. ABBY allows companies to employ dynamic menus, presenting information based on what is known about the customer.

Voice self service is just one piece of an engagement strategy. When access and convenience is the expected norm, multi-channel customer care platforms that integrate voice recognition, virtual agent systems, and smart phone applications are requirements to meet the needs of our mobile society. Only ABBY can provide all of these additional multi-modal benefits. **Isn't it time for you to GetABBY!**

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